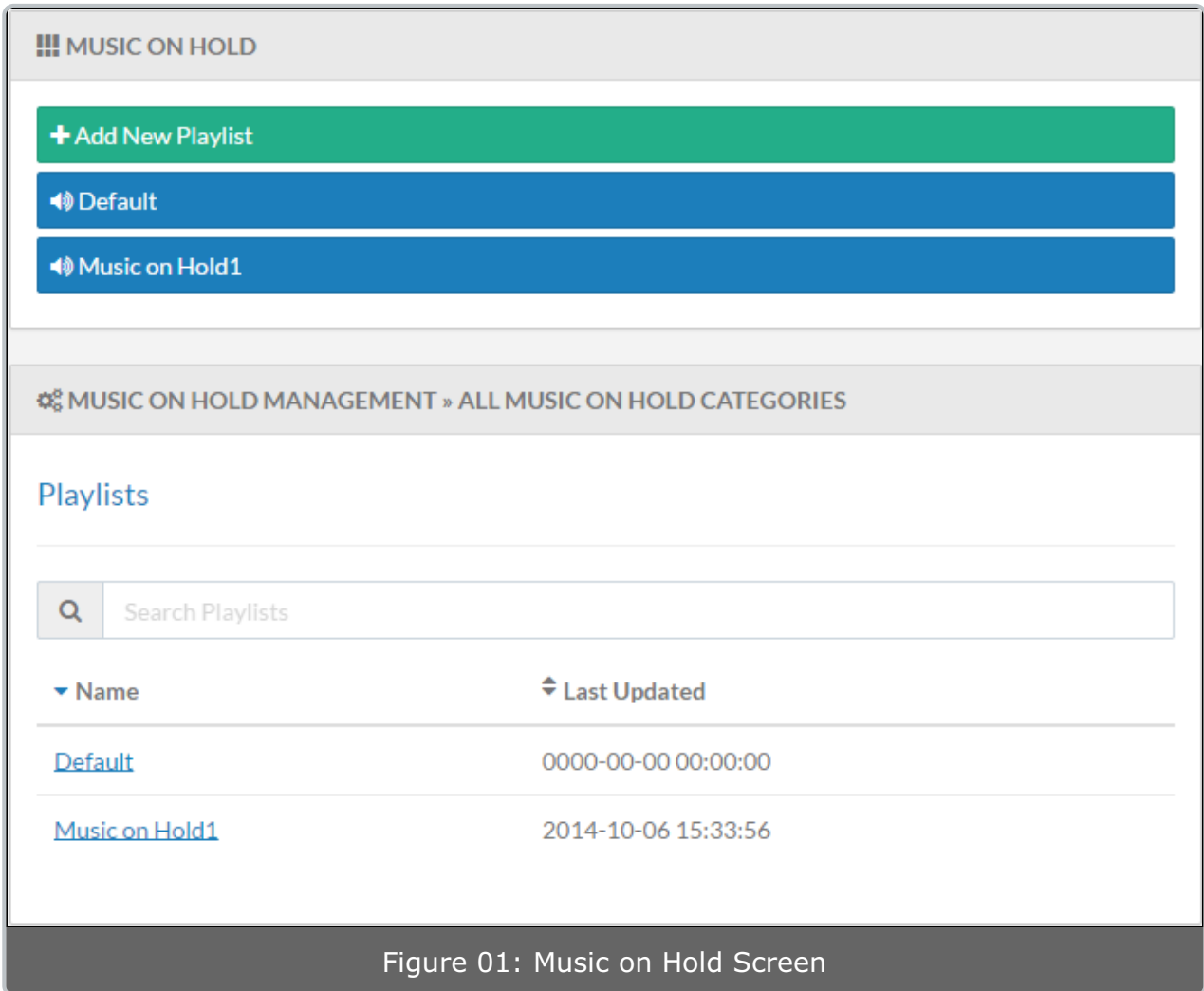


# Music on Hold Overview

Last Modified on 12/03/2019 1:27 pm EST

The **Music on Hold** menu is where System Administrators can upload customized music/announcements and also manage exactly what callers are hearing while on hold. In this menu, all music on hold is organized into different playlists.



The screenshot displays the 'MUSIC ON HOLD' management interface. At the top, there is a header with a hamburger menu icon and the text 'MUSIC ON HOLD'. Below this, there are three buttons: a green '+ Add New Playlist' button, and two blue buttons labeled 'Default' and 'Music on Hold1', each with a speaker icon. A secondary header reads 'MUSIC ON HOLD MANAGEMENT » ALL MUSIC ON HOLD CATEGORIES'. The main content area is titled 'Playlists' and features a search bar with a magnifying glass icon and the placeholder text 'Search Playlists'. Below the search bar is a table with two columns: 'Name' and 'Last Updated'. The table lists two playlists: 'Default' with a last updated time of '0000-00-00 00:00:00', and 'Music on Hold1' with a last updated time of '2014-10-06 15:33:56'. The table entries are underlined, suggesting they are clickable links. At the bottom of the screenshot, a dark grey bar contains the caption 'Figure 01: Music on Hold Screen'.

Name	Last Updated
<a href="#">Default</a>	0000-00-00 00:00:00
<a href="#">Music on Hold1</a>	2014-10-06 15:33:56

**NOTE:**

The supported audio file formats for any audio files uploaded to Kerauno are .mp3 or .wav.